

Remarks

The claims were amended in accordance with the amendments above. The amendments to the claims are being made to focus the claims on those aspects of the invention which are a commercial priority of the assignee. The amendments are fully supported by the specification, claims, and figures as originally filed. No new matter is believed or intended to be involved.

In the present Office Action, claims 1-8, 41-45, 46, and 51 were all rejected under 35 U.S.C. §102(e) as being anticipated by Tavor et al. (U.S. Patent No. 6,070,149). Under MPEP 2131, a claim is anticipated under 35 U.S.C. §102 only if each and every element as set forth in the claim is found, either expressly or inherently described, in a single prior art reference. The identical invention must be shown in as complete detail as is contained in the claim. In addition, the elements in the prior art reference must be arranged as required by the claim. MPEP 2131 (emphasis added).

In addition, Applicant notes that under MPEP 2143.03, in order to establish a *prima facie* case of obviousness, the prior art reference or combination of references must teach or suggest all of the limitations of a claim. A *prima facie* case of obviousness also requires that there be some teaching, suggestion, or motivation to modify the references either explicitly or implicitly in the references themselves or in the knowledge generally available to one of ordinary skill in the art. MPEP 2143.01. The mere fact that references can be combined or modified does not render the resultant combination obvious unless the prior art also suggests the desirability of the combination. MPEP 2143.01.

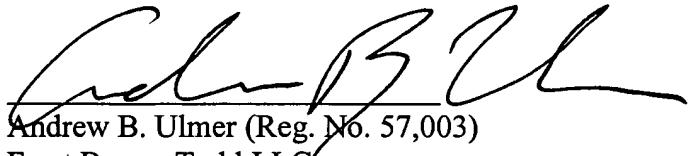
Applicants note that each of the amended independent claims recites several limitations and combinations that are neither disclosed nor suggested by Tavor et al. For instance, the relationships between the expert system, the live human agent, and the customer, as recited in each of the present claims, is neither taught nor suggested by Tavor et al. In addition, Tavor et al. fails to teach or suggest the needs of the customer, or the recommended product/solution, being related to telecommunications or network configurations as recited in several of the amended claims.

In light of the foregoing, Applicants respectfully submit that the art of record neither anticipates nor renders obvious the presently amended claims. In particular, the art of record, even in combination, fails to teach or suggest each and every element recited in each of the amended independent claims in accordance with MPEP 2131 and 2143. In addition, even if the combined art of record taught or suggested all of the elements of any of the amended independent claims, the art is devoid of any suggestion or motivation to modify or combine the teachings of the references in order to obtain the claimed invention.

To the extent that the amendments constitute a narrowing of the claims, such narrowing of the claims should not be construed as an admission as to the merits of the prior rejections. Indeed, Applicants traverse the rejections and preserve all rights and arguments. In addition, Applicants reserve all rights with respect to arguments not explicitly made herein. Applicants further note that the dependent claims include additional limitations not taught or suggested in the art of record, thus forming independent basis for novelty and non-obviousness.

Based on the foregoing, all pending claims are in a condition for allowance. Accordingly, Applicants respectfully request reconsideration and an early notice of allowance. Should the Examiner wish to discuss the amendments or arguments made herein, Applicants invite the Examiner to contact the undersigned at (513)369-4811 or via e-mail at aulmer@fbtlaw.com.

Respectfully Submitted,



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